

PCT

WORLD INTELLECTUAL PROPERTY ORGANIZATION
International Bureau

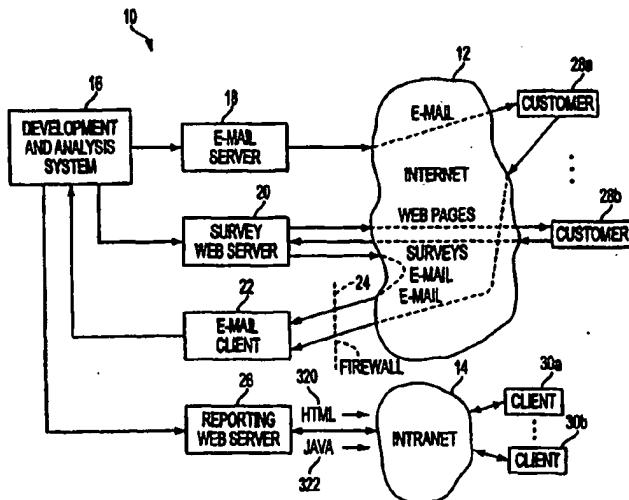


INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification 6 :	A1	(11) International Publication Number: WO 99/59096
G06F 17/60		(43) International Publication Date: 18 November 1999 (18.11.99)

(21) International Application Number: PCT/US99/10565	(81) Designated States: AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI, GB, GE, GH, GM, HR, HU, ID, IL, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG, UZ, VN, YU, ZW, ARIPO patent (GH, GM, KE, LS, MW, SD, SL, SZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).
(22) International Filing Date: 13 May 1999 (13.05.99)	
(30) Priority Data: 09/078,341 13 May 1998 (13.05.98) US	
(71) Applicant: CUSTOMER CAST, INC. [US/US]; 1580 El Camino Real #14, Mt. View, CA 94040 (US).	
(72) Inventor: RENAUD, David, J.; 815 Hierra Court, Los Altos, CA 94024 (US).	Published <i>With international search report.</i>
(74) Agent: HICKMAN, Paul, L.; Hickman Stephens & Coleman, LLP, P.O. Box 52037, Palo Alto, CA 94303-0746 (US).	

(54) Title: CUSTOMER SURVEY SYSTEM AND METHOD



(57) Abstract

A customer survey system and method (10) including a web page survey server (20) and an e-mail survey server (18) coupled to the Internet (12) to provide surveys written in extended HTML to a number of customers. An analysis system (16) is included for receiving customer survey data and for creating at least one report web page with at least one graphical depiction of customer data (24a-d) that is hosted by a reporting server (26). Preferably, the reporting server is coupled to a corporate Intranet (14) providing firewall security for the reported data. Surveys provided through the web page survey server are converted into an e-mail format for receipt by the corporate Intranet. Additionally, a digital signature is inserted into each of the surveys for authentication purposes. Java Applets are provided to the user to permit tabulated survey result data to be displayed in multiple graphical formats.